

TELECOMMUNICATIONS PRODUCTS AND SERVICES

FEES AND DELIVERY INTERVALS

Effective FY10 - The information provided herein is intended as a general guideline and is subject to change.

Name of Product or Service	Price or Fee	Delivery Interval/Schedule Force and workload permitting All days are business days
508 Compliant Equipment	Determined on an individual case basis	Determined on an individual case basis
Blue Light Phones	\$1,639	4-6 weeks
Line ISDN Install NEW When the Customer Has a Phone	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line Analog NEW When the Customer Has a Phone	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line ISDN Install NEW When a New Phone is Needed	See Phone ISDN Install NEW	21 Days
Line Analog NEW When a New Phone is Needed	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 21 Days More than 14 lines, Negotiable
Line ISDN or Analog Move/Relocate Existing - No Equipment Needed	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line Change Features (Soft Changes) No Equipment Needed	Included in the monthly line/station rate	1 line 3 Days 2-5 lines 5 Days 6-14 lines 7 Days More than 14 lines, Negotiable
Phone ISDN Install NEW	Model 6210 = \$220 Model 6220 = \$270 NT1 = \$124.19	Up to 49 sets 21 Days 50 sets or more, Negotiable
Phone Analog Install NEW	Merlin = \$40 Meridian = \$128 Single Line Sets = \$30- \$200	Merlin Manufactured Discontinued Sets are Not Available
Phone Change From Analog to ISDN	See Phone ISDN Install NEW	21 Days
Repair Activities	Included in the monthly line/station rate from 8 am – 3 pm \$103.01 after hours	4 Hours
Residential Line Install Analog - Tariff Item	<p>\$200.00 Non-Recurring Charge Installation Fees Order Processing \$ 40.00 Line Connection 40.00 Technician Charge \$120.00 1st 30 min \$55.00 each addl. 30 min.</p> <p>\$21 monthly * These rates are local only. Fees vary according to locations. Additional features charged separately.</p>	10 days or less (negotiable)

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Residential Line Install ISDN - Tariff Item	\$200.00 Non-recurring Charge Installation Charge \$136.50 Technician Charge \$120.00 1st 30 min \$55.00 each addl. 30 min \$47.00 monthly * These rates are local only. Fees vary according to locations. Additional features charged separately.	10 days or less (negotiable)
Elevator Telephone Install	\$63 per month	14 Days
Modem Line (per elevator bank)	\$126 per month	
Voice Line in Elevator Room	\$63 per month	
Telephone Set	\$30-Non-Recurring Charge	21 Days
Red Phones	\$35-Non-Recurring Charge \$25 per month Line Fee	3 Weeks
NIH 102 Pager Support Provisioning Repair Pin Swap RF Coverage	\$300.00 per pager \$150.00 per pager \$90.00 per hour (minimum ½ hour) \$90.00 per hour	5 days n/a n/a n/a
Two Way Radios Provisioning Network Infrastructure Mod/Expansion Equipment Repair RF Coverage Expansion Radio Programming Per Radio Set-up	\$150.00 per hour \$90.00 per hour \$90.00 per hour (1 hour minimum) \$90.00 per hour \$45.00 per item \$270.00 per item	n/a n/a n/a n/a n/a n/a
Telephony Consultation	Individual Case Basis determined by contract vehicle/ negotiated terms	Negotiable
Tele-Work Solutions	See the Tele-Work Solutions Fees Schedule	
--EVM – Enhanced Voice Mail	\$200 per user	2 Days
--EVM (508 compliant)	N/C	4 Hours
--Ultra Call Forward	\$200 per line \$6.30 per line monthly recurring charge	5 Days
--Call Forward (Off Switch)	N/C	1 Day
--FIOS/DSL w/ new line (Residential)	\$200 (approx.) To install, \$90 (approx.) monthly	21 days or less (negotiable)
--ISDN Lines (Residential)	\$200.00 Non-Recurring Charge Installation Charge 136.50 Monthly - \$47.00 Line Connection Charge - \$40.00 Technician Charge- \$120.00 1st 30 minute \$55.00 each additional 30 minutes. * These rates are local only. Fees vary according to locations. Additional features charged separately.	10 days or less (negotiable)

Name of Product or Service	Price or Fee	Delivery Interval/Schedule Force and workload permitting All days are business days
--Analog Lines (Residential)	\$200.00 Non-Recurring Charge Monthly Charge - \$21.00 Order processing Charge - \$40.00 Line Connection Charge - \$40.00 Technician Charge- \$120.00 1st 30 minute. \$55.00 each additional 30 minutes. * These rates are local only. Fees vary according to locations. Additional features charged separately.	10 days or less (negotiable)
Voice Mail Requests (Individual Boxes) 5 or fewer Changes	Included in the monthly line/station rate	4 Days
Voice Mail Requests (Individual) Add a box	Included in the monthly line/station rate	4-6 Days
Voice Mail MENU Set-up only	Included in the monthly line/station rate	4-6 Days
Purchase Order	Included in the monthly line/station rate	5-10 business days
Telecom Admin Reports	Included in the monthly line/station rate	Up to 5 BAC's – 11 days 6-14 BAC's 16 days or more
Voice Mail Menu/Tree (Programming)	Included in the monthly line/station rate	4–6 Days
Voice Mail Menu/Tree (Instructions)	Included in the monthly line/station rate	4–6 Days
Voice Mail Menu/Header Greeting	Included in the monthly line/station rate	4–6 Days
UCD (Universal Call Distribution) System Installation	Included in the monthly line/station rate	4–6 Days
UCD (Universal Call Distribution) System Training	Included in the monthly line/station rate	4–6 Days

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Product/Service	Price
Directory - Export the Content for an IC	\$500 export and preparation
Emergency Services Management	\$200 per hour
Expedite Processing	\$200 per order
No-Access Fee	\$100 per order
Fee For Not Using the DHHS Official Provider When Dialing Long Distance or Conference Calling	\$150 per invoice plus \$200 for expedite processing
Overtime (Change Order) Processing	\$200 per order
Call Center Management	\$100.00 per agent/monthly
On-Call Schedule Change Fee (1 thru 5)	\$100 per Five Changes
On-Call Schedule Change Fee (Over 5)	\$50 per Change
Proprietary System M,A,C's (for discontinued equipment)	\$500 per order + Vendor direct bill
Project Management	\$50 per station
Remote-Access Account Management Fee (ISDN, Analog, DSL, FIOS)	\$200
Research and Development (New Technology Trials)	\$100 per hour
Telephone Repair Expedite (Formerly 611)	\$200 per request + ASF direct bill
Ultra Call Forward Management Fee	\$200 per line \$6.30 per line monthly recurring charge

Revised 9/30/2009 For additional information e-mail the NIH Help Desk: helpdesk@nih.gov